

**From:** BergerT@aol.com@inetgw  
**To:** Microsoft ATR  
**Date:** 11/22/01 3:05am  
**Subject:** Microsoft - proposal

Dear Sirs,

1)

It is my belief that free software, even if donated for charitable causes is not a remedy:

(<http://news.cnet.com/news/0-1006-200-7936780.html> - proposed settlement)

I am working for a large organization myself. If you would donate software, we wouldn't need to budget for it. This means when after a few years the license expires or upgrades are needed; we would face enormous challenges to create a budget. Because we would have to create this budget from scratch, we would never be able to justify the expense for alternate solutions, because upgrading the free software will cost less. This creates a de-facto lock-in.

2)

What people really need:

My organization owns about 120 servers running NT 4.0; has 3000 users. We are currently preparing for the Win2000 rollout at great expense of manpower, licenses and hardware upgrades (server replacements). We still have 2 servers running Win NT 3.51 which is no longer supported. The migration to Win2000 (later XP) will takes us 3-5 years until the last NT4.0 PC is removed from our premises. As you may know with the release of WinXP Microsoft will stop releasing fixes (including security ?) for Win NT 4.0 because "we only support one version back, which is Win2000" [sic].

3)

What everybody would benefit from:

To have regular updates for Windows NT and Office98 available - this includes fixes - for at least 10 years from now. This would force Microsoft to make their stuff work. If the quality of their products is as good as they always claim, this should be a minor issue.

You may know that even with a "Premier Support Contract" (\$30.000 a year) you are still not entitled to receive NT4 fixes. I have two minor issues discovered early 2001 which Microsoft support refused to fix.

Currently Microsoft refuses provide updates for new technologies (FireWire for WinNT for example). On the other hand, third parties don't have enough information.

4)

Suggestion:

Microsoft must provide support for Win NT4 and Office98 until 2011. Of course, they could charge for this support around \$50 per incident seems reasonable. Unlike current support, every confirmed bug must be fixed if the customer pays for the incident. Fixes for known bugs are available for \$10; discount for 10 fixes 20%, 50 fixes 30%, 100 for more fixes 50% (MS releases about 300 NT4 fixes per year). Service-Packs for NT4 and office \$25. They must provide anybody with a source-code license for NT4 for \$1000 (under NDA of course).

Conclusion:

Good for MS - they are forced to provide support. Good for business and consumers; they are not forced to upgrade or buy new hardware. It is ensured that the current software remains functional and secure.

regards,

Thomas Berger

PS: If you really want to penalize Microsoft, include Windows 98 as well.

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